

MWI 4220.1
REVISION B

EFFECTIVE DATE: November 3, 2004
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MARSHALL WORK INSTRUCTION

AD01

SPACE UTILIZATION, COMMUNICATIONS, FURNITURE, RELOCATION, AND SPECIAL EVENT SERVICES

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		2/15/01	This document includes instructions for space utilization and communications as well as furniture/furnishings operations.
Revision	A	6/24/2004	Updated to reflect process changes due to new performance-based Logistics Service Order. Applicable documents updated. Sections 6.4, 6.5, and Appendix E were removed. Updated furniture assignment policy and added a new Appendix E. Minor administrative changes made.
Revision	B	11/3/2004	MSFC received an Agency action from Headquarters requiring the Centers to improve documentation and operating procedures.

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1. PURPOSE

This Marshall Work Instruction (MWI) provides coordinated instructions for space utilization, communications, furniture, relocation, and special event services.

2. APPLICABILITY

This MWI applies to all Marshall Space Flight Center (MSFC) (civil service and contractor) personnel.

3. APPLICABLE DOCUMENTS

- 3.1 MPD 1280.1, "Marshall Management Manual"
- 3.2 MPD 8812.1, "MSFC Facility Utilization Policy"
- 3.3 MPR 2500.1, "Marshall Telecommunications and Audio Visual Services"
- 3.4 MGM 3600.1, "Attendance and Leave Guidance"
- 3.5 MPR 4000.2, "Property Management"
- 3.6 MPR 8812.1, "Requests for Facility Services at MSFC"
- 3.7 MWI 1500.1, "Special Events Coordination"
- 3.8 MWI 4300.1, "Disposal Turn-Ins/Reutilization Screening"

4. REFERENCES

None

5. DEFINITIONS

5.1 Automated Data Processing (ADP) Equipment. Includes, but is not limited to, facsimile machines, computers, printers, monitors, and copiers.

5.2 Contemporary Furniture. Furniture consisting of all items of contemporary steel office furniture and related items, including ADP furniture.

5.3 Executive Wood Office Furniture. Furniture consisting of traditional or modern wood office furniture and related items.

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5.4 FED. Facilities Engineering Department.

5.5 FMC. Facilities Move Coordinator.

5.6 FUO. Facilities Utilization Officer.

5.7 IAW. In Accordance With.

5.8 Individual Move. The relocation, during normal duty hours, of one to five MSFC or contractor employee(s) that requires the removal and/or placement of furnishings, materials, and equipment to a new location or configuration.

5.9 LSO. Logistics Services Order/Logistics Services Order representative.

5.10 RESERVED.

5.11 Layout. A graphic depiction of the proposed arrangement of furnishings and/or equipment within a specific location or area.

5.12 Group Move. The relocation, during or after normal duty hours, of multiple MSFC or contractor employees, five or more, requiring the removal and/or placement of furnishings, materials, and equipment to a new location or configuration. Group moves are coordinated through the weekly Center move meeting.

5.13 MWI. Marshall Work Instruction.

5.14 NISC. NASA Information Support Center.

5.15 Normal Working Days. Monday through Friday, excluding Federal holidays.

5.16 Normal Duty Hours. Core work hours IAW MGM 3600.1.

5.17 Office Furnishings. These articles include lamps, desk trays, waste receptacles, rugs, sofas, settees, chairs, coffee tables, and lamp tables.

5.18 Safe. Security container.

5.19 Service Provider. Those contractor or civil service organizations that accomplish the requested actions (issuance, relocations, etc.) for the customer.

5.20 Special Event. Any event requiring multiple resources for a specific and limited timeframe either onsite or offsite. A special event has the potential to involve people throughout Marshall Space Flight Center, but does not fall under the category of research, testing, or development.

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These resources may include furniture items, audio/visual support, telecommunications support, computer accessibility support, electric power support, heating/cooling support, move support, security support, catering, etc.

5.21 SR. Service Request.

5.22 Service Request System (SRS). An automated work order system, accessed from the Inside Marshall home page by MSFC personnel, used to request services.

5.23 Systems Furniture. Furniture that includes interconnecting structural panels as a central, integrating element. In addition to the panels, the systems include panel-supported storage, task management devices, electrical, and wire management components. These systems also include panel-supported or freestanding work surfaces.

5.24 Valid Facilities Space Request. Request that meets the requirements set forth in Appendix B of MPD 8812.1, "MSFC Facility Utilization Policy."

6. INSTRUCTIONS

The following instructions have been developed to maximize use of the Center's electronic capabilities. **All of these procedures begin with the requester initiating a SR using the SRS.** The requester can access the SRS site at universal resource locator (URL) <http://co.msfc.nasa.gov/>, select the appropriate service, and complete the SR through submission. Requests from contractor personnel shall be coordinated with/processed through applicable civil service approval points.

NOTE: Requesting organizations should note that some services in this MWI may require the organization to provide funding.

Quick reference index for available services in Section 6:

- 6.1 Request for Additional Facilities Space.
- 6.2 Request for Relocating Telecommunications Services.
- 6.3 Request for Relocation of Computers and Printers.
- 6.4 Request for Individual Furniture Items.
- 6.5 Request for Turn-In of Excess Furniture.
- 6.6 Request for Furniture Repair.

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6.7 Request for Combined Equipment, Telephone, Furniture and Personnel Relocation.

6.8 Request for Relocation of Equipment, Telephone or Furniture ONLY.

6.9 Request for Support for Special Events.

6.1 Request for Additional Facilities Space

The Integrated Customer Support Department provides Center operational support for assignment of space and any structural modifications required to accomplish those relocations.

See MPD 8812.1, "MSFC Facility Utilization Policy," for policy on preparation of space utilization requests. Using the SRS, the customer submits a SR for "space utilization: floor space assignments service" to request additional facilities space.

6.2 Request for Relocating Telecommunications Services

The Office of the Chief Information Officer provides Center operational support for telecommunications including new installations (refer to MPR 2500.1 for new installations), relocations, changes in service level, disconnects, and special events (see 6.9 for special events). The department is tasked with establishing telecommunications standards and criteria for assignment of telecommunications equipment. These standards and criteria are further defined in MPR 2500.1, "Marshall Telecommunications and Audio Visual Services."

Actionee

Shall perform all Actions

Requester	6.2.1	Using the SRS, submits a SR for "telephones service" to request relocating telecommunications services.
Service Provider	6.2.2	Completes requested service.
SRS	6.2.3	Notifies requester of service status/completion and provides survey form.
Requester	6.2.4	Provides feedback.

6.3 Request for Relocation of Computers and Printers

If the relocation involves additional items or personnel, see paragraph 6.7 – Request for Combined Equipment, Telephone, Furniture, and Personnel Relocation.

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Requester	6.3.1	Using the SRS, submits a SR for the “personnel move service” to request relocation of computers and printers.
Service Provider	6.3.2	Completes requested service.
SRS	6.3.3	Notifies requester of service status/completion and provides survey form.
Requester	6.3.4	Provides feedback.

6.4 Request for Individual Furniture Items

The Logistics Services Department provides Center operational support for furniture, relocations, and special events. Appendix Z provides Center guidance for assignment of office furniture and furnishings. Appendix E provides examples of standard office seats (set-ups). Prior to procuring any new furniture items, MSFC personnel shall check the furniture reutilization web site (<http://frs.msfc.nasa.gov/FRScgi-bin/Furniture/furn.html>) for item availability. If the desired item is not available through the reutilization web site, then **furniture items for MSFC personnel shall be procured ONLY through the MSFC Retail Supply Store.**

Actionee

Shall perform all Actions

Requester	6.4.1	Using the SRS, submits a SR for “furniture service” to request individual furniture items. This link connects to the Web-based ordering system for the MSFC Retail Supply Store. While everyone may “shop” and select items to purchase, a valid purchase card (P-card) holder or purchase order holder shall approve the shopping cart for purchase. NOTE: Furniture items available from existing stock are provided at “no cost.”
SRS	6.4.2	Notifies requester of service status/completion and provides survey form.
Requester	6.4.3	Provides feedback.

6.5 Request for Turn-In of Excess Furniture

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Actionee

Shall perform all Actions

Requester	6.5.1	Using the SRS, submits a SR for the “turn-in (excess) furniture requests service” to request turn-in of excess furniture.
	6.5.2	A safe with a built-in combination lock requires the requester to coordinate the turn-in with Protective Services and to have the locksmith change the combination to a generic number before the move.
LSO	6.5.3	Determines disposition of furniture.
	6.5.3.1	If reusable, schedules item for pickup within four working days. <ul style="list-style-type: none"> a. Updates SRS with scheduled pickup date. b. Picks up items on scheduled date.
	6.5.3.2	If item is unusable, tags item for disposal and arranges for disposition IAW MWI 4300.1.
SRS	6.5.4	Notifies requester of service status/completion and provides survey form.
Requester	6.5.5	Provides feedback.

6.6 Request for Furniture Repair

Actionee

Shall perform all Actions

Requester	6.6.1	Using the SRS, submits a SR for the “furniture repair service” to request furniture repair.
LSO (Repair)	6.6.2	Determines if item is repairable and provides the customer an estimate of the repair time along with a scheduled return date of the item.
	6.6.2.1	Updates SRS with the estimated repair time and scheduled return date of the item.
	6.6.2.2	Repairs the item.

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LSO	6.6.3	If not repairable, informs requester.
	6.6.3.1	Tags item for disposal and arranges for disposition IAW MWI 4300.1.
SRS	6.6.4	Notifies requester of service status/completion and provides survey form.
Requester	6.6.5	Submits request for new item IAW 6.4 above.

6.7 Request for Combined Equipment, Telephone, Furniture, and Personnel Relocation

As policy, furniture items are not normally moved in conjunction with personnel relocations.

Actionee

Shall perform all Actions

Requester	6.7.1	Using the SRS, submits a SR for the “personnel moves service”, for 1 to 5 people, to request relocation. *NOTE: Group moves could require extended lead-time and shall be coordinated through the weekly Center move meeting. Select the “group moves service” for more than 5 people.
Requester	6.7.2	If authorized renovations, alterations, and repairs are required to facilitate a relocation, requester shall submit a Facilities Work Request (reference MPG 8812.1) on MSFC Form 199 with appropriate fund codes.
FMC	6.7.3	Coordinates with requester, furniture operations, and communications to schedule relocation.
Requester	6.7.4	Prepares for move IAW general move instructions (see Appendix C).
LSO	6.7.5	Conducts pre-move inspection to identify any potential problems (i.e., items not ready, move form inaccurate, new location inaccessible, etc.). Reschedules move if necessary.
	6.7.5.1	Obtains layout from requester during the inspection.
	6.7.5.2	Determines disposition of excess furniture IAW 6.5 above.

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Requester	6.7.6	Packs all items prior to 7 a.m. of scheduled move date. Labels boxes with last name and destination (to include building and room number) on all four sides and top.
	6.7.6.1	Identifies and segregates all items remaining in the vacated space as trash, recycles, or remaining office items.
All Service Providers	6.7.7	Conduct move.
LSO	6.7.8	Removes all reusable packing materials.
Custodial Services	6.7.9	Removes all nonserviceable packing boxes, trash, and recycles.
SRS	6.7.10	Notifies requester of service status/completion and provides survey form.
Requester	6.7.11	Provides feedback.

6.8 Request for Relocation of Equipment, Telephone, or Furniture ONLY

As policy, furniture items are not normally moved.

Actionee

Shall perform all Actions

Requester	6.8.1	Using the SRS, submits a SR for the “personnel moves service”, from 1 to 5 people, to request relocation of equipment or telephones or furniture. Complete the SR (selecting ONLY those individual items to be relocated).
Service Providers	6.8.2	Conducts move.
SRS	6.8.3	Notifies requester of service status/completion and provides survey form.
Requester	6.8.4	Provides feedback.

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6.9 Request for Support for Special Events

Predetermined official special events shall be funded by the MSFC. See MWI 1500.1, “Special Events Coordination” to view a listing of the funded official special events. Support services for all other special events are augmented services and require organizational funding. Support for special events shall be requested not later than 10 business days prior to the event. For help, contact the Special Events Coordinator at 544-3239.

Actionee

Shall perform all Actions

Requester	6.9.1	Using the SRS, submits a SR for “integrated special event service” to request support for special events. Provides funding when required.
Service Providers	6.9.2	Identifies availability of resources and begins coordinating for any needed external resources required (additional furnishings, equipment, etc.).
Requester	6.9.3	Finalizes support requirements no later than 5 business days prior to scheduled event. This shall include a graphic site layout for all furnishings/equipment placements.
Service Providers	6.9.4	Provide all associated costs to resources/business office for accrual and payment.
	6.9.5	On scheduled date, deliver all required furnishings to predetermined site and position IAW submitted layout.
Requester	6.9.6	Provides an onsite point of contact to resolve any questions about setup.
Service Providers	6.9.7	Update SRS.
	6.9.8	On scheduled date, remove all provided furnishings from site.
	6.9.9	Provides final cost total to SRS.
SRS	6.9.10	Notifies requester of service status/completion and final cost totals and provides survey form.

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Requester 6.9.11 Provides feedback.

7. NOTES

None

8. SAFETY PRECAUTIONS AND WARNING NOTES

MSFC has trained contractor personnel who are responsible for movement of furniture, equipment, and other items. Employees are reminded not to attempt to move large, bulky, or heavy items. Small, portable items may be moved by the employee **after full consideration is given to their own safety and health needs.**

9. RECORDS

Service order records are maintained electronically in the Service Request System (Remedy Data Base). Records shall be maintained for the duration of the UNITeS, Logistics and ODIN contracts and shall be deleted/destroyed 3 years after contract completion IAW NPR 1441.1, Agency Filing Scheme #2400.

Data from MSFC Form 4362, Customer Survey, shall be retained in the monthly Customer Satisfaction Charts by AD40 IAW NPR 1441.1 Schedule 1/26.5.

10. PERSONNEL TRAINING AND CERTIFICATION

None

11. FLOW DIAGRAM

None

12. CANCELLATION

MWI 4220.1A dated June 24, 2004

Original signed by
Robin N. Henderson for

David A. King
Director

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APPENDIX A (from MPD 8812.1)

OFFICE SPACE STANDARDS

A.1 Senior Management (Private Office) 200 square feet base allowance

SES Directorate/Office Directors
All other SESs
Deputy Directors
Department Managers
Senior Staff (defined as GS-15's who report to
Directorate/Office Directors

Deviation Criteria: Special exceptions to the base floor space allowance may be considered due to the following:

Meetings in office versus separate conference areas
Number of people in office meetings
Use of existing versus new floor space
Furniture

Floor space allocation may vary based on the deviation criteria and building configuration, but should not normally be less than .20 below the base floor space allowance and not more than .50 above the base floor space allowance.

A.2 Middle Management (Private or Semi-Private Office) 150 square feet base allowance

GS-14/15

Deviation Criteria: Special exceptions to the base floor space allowance may be considered due to the following:

Meetings in office versus separate conference areas
Number of people in office meetings
Use of existing versus new floor space
Furniture

Floor space allocation may vary based on the deviation criteria and building configuration, but should not normally be less than .20 below the base floor space allowance and not more than .50 above the base floor space allowance.

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A.3 Nonsupervisory GS-14, GS-15 (Private or Semi-Private Office) 100 square feet base allowance

Floor space allocation may vary based on the deviation criteria and building configuration, but should not normally be less than .20 below the base floor space allowance and not more than .50 above the base floor space allowance.

A.4 All others 100 square feet base allowance

Deviation Criteria: Special exceptions to the base floor space allowance may be considered due to the following:

Equipment

Type work, filing requirements, computers

Tables, communication equipment, storage, printers

Floor space allocation may vary based on the deviation criteria and building configuration, but should not normally be less than .20 below the base floor space allowance and not more than .50 above the base floor space allowance.

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APPENDIX B

CUSTODIAL SERVICES

B.1 Custodial services shall be provided in support of requester relocation throughout the Center (prior, during, and following moves).

B.2 Upon notification of employee relocation, move team lead contacts custodial services when packaging begins. Additional containers should be made available for deposit of trash and recyclable material. Additional manpower should be provided to the affected area, as needs arise. Containers should be emptied and returned as often as necessary to support the requester.

B.3 Following an employee's move, the vacated area shall be thoroughly cleaned (vacuum, dust, remove all trash, sweep, mop, as required, IAW contract standards) of any remaining material/equipment designated and segregated as "trash" or "recycles." Remaining items not designated "trash" or "recycles" should be left in the original location until further notice from a designated official. The affected area should be thoroughly cleaned and returned to normal conditions. This includes dusting of furniture, window ledges and blinds, and floor preparation of tile and carpet IAW contract standards.

B.4 Upon employee's arrival at new location, support shall continue to be provided during the unpacking process. Additional containers should be made available for deposit and removal of waste material.

B.5 Following completion of relocation procedures, requester shall be placed on regular assigned cleaning schedule for the building, as stated in the contract.

B.6 Custodial does not pick up or break down reusable packing or other equipment boxes (i.e., new furniture and computer equipment boxes).

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APPENDIX C

PACKING/MOVE PREPARATIONS

C.1 The relocation policy relative to furniture at MSFC specifies that boxes of items/materials, desk chairs, and any ergonomic items which have been approved for use should be moved. As a policy, furniture items are not normally moved in conjunction with personnel relocations.

C.2 The following instructions are provided for packing and preparing items for relocation:

C.2.1 Packing boxes: Boxes shall be provided when requested. Markers, tape, and labels are supply items that the customer can obtain from the retail store.

C.2.2 Pack contents into packing boxes; coil and tape cords to lamp bases, typewriters, adding machines, heaters, fans, etc.; disconnect telephone/communications equipment, etc.

C.2.3 Box Assembly: Strong tape shall be used to secure the bottom and top flaps. Interlocking of box flaps is not sufficient. Reasonable care shall be taken to ensure that boxes are not overloaded.

C.2.4 Box Labeling: Label boxes with **last name** and **destination** (to include building and room number) on all four sides and top.

C.2.5 Office furniture: Bookcases, storage cabinets, desks, tables, lateral file cabinets, etc., shall be emptied of contents. Contents should be placed in packing boxes and marked IAW the instructions.

C.2.6 Drafting tables: Tops shall be removed and both, top and table, marked.

C.2.7 Fragile objects: Care shall be exercised in packing fragile objects. Boxes containing these items shall be clearly marked with the word **“FRAGILE.”**

C.2.8 Personal Chair: Seat pad should be securely taped to the chair.

C.2.9 Safes:

C.2.9.1 Nonclassified: Material should be removed and packed in boxes for moving. The safe should be turned in for reutilization unless the user provides sufficient justification for its retention. (Before a safe with a built-in combination lock is turned in for reutilization, the requester shall coordinate with Protective Services and the locksmith. The built-in combination shall be changed to a generic number prior to the move).

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C.2.9.2 Classified: Material shall not be removed. Files custodian shall accompany classified cabinets/safes to their destination. Appropriate coordination with Security should be accomplished prior to move.

C.2.10 File cabinets:

C.2.10.1 Lateral file cabinets: Material shall be removed and packed in boxes for moving. The doors shall be shut and locked or securely taped to avoid opening unexpectedly. Lateral file cabinets shall not be moved until they are emptied.

C.2.10.2 Vertical file cabinets (two through five-drawer): Material should not be removed. These files should be moved with the contents inside. The drawers shall be shut and locked or securely taped to avoid opening unexpectedly.

C.2.11 Telephones: When an employee moves to another location, they shall unplug the telephone instrument (leave the cord), and hand carry the telephone to the new location.

C.3 SRS is used to notify requester, all approvers, and all involved service providers of any changes in the scheduled move date.

C.4 Furniture operations personnel and communications specialist shall perform pre-move inspections.

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APPENDIX D

MOVE CHECKLIST

THIS CHECKLIST IS PROVIDED AS A TOOL IN HELPING YOU PREPARE FOR AND COMPLETE YOUR MOVE.

- ☐ USE SERVICE REQUEST SYSTEM TO REQUEST SERVICE
- ☐ RECEIVE PACKAGING MATERIALS
- ☐ UNPLUG THE TELEPHONE FROM THE CORD, LEAVE THE CORD, AND HAND CARRY THE TELEPHONE TO THE NEW LOCATION
- ☐ PACK ALL ITEMS PRIOR TO 7 a.m. ON THE SCHEDULED MOVE DATE
- ☐ EMPTY ALL FURNITURE OF ALL ITEMS (POSSIBLE EXCEPTION OF FILE CABINETS, SEE APPENDIX C, PARAGRAPH C.2.10., FOR DETAILS)
- ☐ NOTIFY THE SERVICE REQUEST SYSTEM (USING 544-HELP) OF COMPLETION OF VARIOUS PROCESS STEPS, AS APPROPRIATE
- ☐ PREPARE LAYOUT (NEW ROOM LOCATION/SET-UP PLAN)
- ☐ NOTIFY THE PROPERTY CUSTODIAN OF ALL NASA EQUIPMENT MANAGEMENT SYSTEM (NEMS) TAGGED PROPERTY ITEMS WHICH WERE MOVED
- ☐ COMPLETE AND RETURN MSFC FORM 4362 "CUSTOMER FEEDBACK FORM" AFTER MOVE IS COMPLETED

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APPENDIX E

STANDARD OFFICE FURNITURE SEATS

E.1 To ensure compatibility and adherence to established standards, **all procurements for furniture items shall be processed through the MSFC Retail Supply Store (MSFC's only procuring agent for furniture items). NO EXCEPTIONS to this policy are authorized unless approved by the contracting officer.**

The following office seats/set-ups are standard:

E.1.1 SES and SST Personnel Furniture Standards (Wood)

- Overhang desk, 1 ea
- Computer credenza, 1 ea
- Desk chair, 1 ea
- Bookcase, 1 ea
- Hutch, 1 ea
- Two-drawer lateral file cabinet, 1 ea
- File cabinet, 1 ea
- Conference table, 1 ea
- Conference chair, 6 ea
- Costumer (coat rack), 1 ea

E.1.2 SES and SST Personnel Reception Areas, including their Executive Support Assistants (ESAs)/Management Support Assistants (MSAs) (Wood)

- Secretarial desk, 1 ea
- Storage or computer credenza, 1 ea
- Desk chair, 1 ea
- Side chair, 1 ea
- Bookcase, 1 ea
- Two-drawer lateral file cabinet, 1 ea
- Costumer (coat rack), 1 ea
- Sofa and table, 1 ea; or high-back chair, 2 ea and table 1 ea

E.1.3 All Offices (occupied by GS-15 personnel, after approval) (Wood)

- Overhang desk, 1 ea
- Computer credenza, 1 ea
- Desk chair, 1 ea
- Bookcase, 1 ea
- File cabinet, 1 ea

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- Conference table, 1 ea
- Conference chair, 6 ea
- Costumer (coat rack), 1 ea

E.1.4 All offices and reception areas located on the 9th floor of Building 4200 shall be furnished with executive wood furniture.

E.1.5 All personnel not assigned executive wood furniture shall be provided contemporary furniture, automated data processing furniture units, or system furniture. The acquisition of office furniture shall be limited to requirements and shall not include personal convenience items solely to improve appearance, status, or to satisfy the personal desire of an official or employee.

E.1.6 Furniture Standards (Contemporary)

- Desk or ADP or system unit, 1 ea
- Computer credenza (if not ADP or system unit), 1 ea or computer table (if not ADP or system), 1 ea
- Desk chair, 1 ea
- Side chair, 1 ea
- Bookcase, 1 ea
- File cabinet, 2 ea
- Costumer (coat rack), 1 ea
- OPTIONAL: Table (if not ADP or system unit), 1 ea and conference chair, 4 ea

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APPENDIX Z GUIDANCE FOR ASSIGNMENT OF OFFICE FURNITURE

The following provides Center guidance for assignment of office furniture and furnishings that meet reasonable standards of attractiveness, comfort, functional effectiveness, and economy.

Z.1 The assignment of executive wood office furniture should be limited to the following personnel:

Z.1.1 Senior Executive Service (SES)

Z.1.2 Senior Scientific/Technical (SST)

Z.1.3 GS-15 (see Z.2 below)

Z.1.4 Reception areas for SES/SST personnel and the executive support assistant/management support assistant assigned as direct support to SES/SST personnel

Z.2 Assignment of executive wood office furniture for GS-15 personnel should be approved by director/manager of the responsible organization.

Z.3 Personnel including those GS-15 personnel not assigned executive wood should be provided contemporary furniture, automated data processing (ADP) furniture units, or system furniture.

Z.4 Organizations should provide funding for the purchase of all executive wood, contemporary, ADP or system furniture if not available from existing Center stock.

Z.5 Upon receipt of delivery, all furniture purchased becomes the assets of the Center.